

From: Woods, Lou Ann
Sent: Friday, June 02, 2006 2:23 PM
To: 'ICWA.CTIVC@starband.net'
Subject: RE: USAC Form 466

Chris,

This may be a work around to the submission issue with the form 466. Go ahead and fill it out, but save and exit at the end of each page and it seems to let you then submit the form.

Let me know if it works.

Thanks,
Lou Ann
800 478-9000 x7877

From: Woods, Lou Ann
Sent: Tuesday, June 06, 2006 4:05 PM
To: 'ICWA.CTIVC@starband.net'
Subject: RE: USAC Form

Importance: High

Hi Chris,

I'm just checking to see if you were able to submit your form 466. Please give me a call if you need help or have questions. I am out of the office on Thursday, but will be back on Friday.

Thanks,
Lou Ann
800 478-9000 x7877

From: Woods, Lou Ann
Sent: Tuesday, September 05, 2006 2:09 PM
To: 'Rubin, Jeff'
Cc: 'ICWA.CTIVC@starband.net'
Subject: RE: Chitina Health Clinic (HCP #13933)

Importance: High

Attachments: Nov 05 Bill.pdf; Feb 06 Bill.pdf

Jeff,

Per your request, I'm attaching bills for Chitina Health Clinic. Also, this is a satellite circuit and it is not mileage sensitive.

Let me know if you need additional information.

Thank you,
Lou Ann Woods
907 264-7877

From: Rubin, Jeff [mailto:JRUBIN@rhc.universalservice.org]
Sent: Wednesday, August 30, 2006 6:31 AM
To: Woods, Lou Ann
Subject: Chitina Health Clinic (HCP #13933)

Lou Ann,

Can you provide the following information for the 384K Fractional T-1 service of Chitina Health Clinic, with account number 8002-436-6942:

1. Please fax a copy of the bill, for a month between 7/05 and 6/06, to my attention at 973-599-6514 and make reference to HCP #13933.
2. Is the circuit mileage sensitive? If so, how many total billed miles is it?

Thanks,
Jeff Rubin
RHCD
Phone # 973-581-5013
Fax # 973-599-6514

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From: Woods, Lou Ann
Sent: Friday, September 08, 2006 8:15 AM
To: 'Rubin, Jeff'
Cc: ICWA.CTIVC@starband.net
Subject: RE: Chitina Health Clinic (HCP #13933)

Importance: High

Jeff,

Chitina has two funding requests for year 2005 - one for the original 384k circuit and one for a T1 which they upgraded to on 01-17-06. I believe I sent you the Nov 05 and Feb 06 bills. Let me know if you need further clarification.

Thank you,
Lou Ann

From: Rubin, Jeff [mailto:JRUBIN@rhc.universalservice.org]
Sent: Wednesday, September 06, 2006 6:39 AM
To: Woods, Lou Ann
Cc: ICWA.CTIVC@starband.net
Subject: RE: Chitina Health Clinic (HCP #13933)

Lou Ann,

Why are charges listed on the two bills so drastically different? Were there rate changes throughout the year? If so, please email a copy of the bills for the whole fund year (7/05-6/06).

Thanks,
Jeff Rubin
RHCD

From: Woods, Lou Ann [mailto:LAWoods@alascom.att.com]
Sent: Tuesday, September 05, 2006 6:09 PM
To: Rubin, Jeff
Cc: ICWA.CTIVC@starband.net
Subject: RE: Chitina Health Clinic (HCP #13933)
Importance: High

Jeff,

Per your request, I'm attaching bills for Chitina Health Clinic. Also, this is a satellite circuit and it is not mileage sensitive.

Let me know if you need additional information.

Thank you,
Lou Ann Woods
907 264-7877

From: Rubin, Jeff [mailto:JRUBIN@rhc.universalservice.org]
Sent: Wednesday, August 30, 2006 6:31 AM
To: Woods, Lou Ann
Subject: Chitina Health Clinic (HCP #13933)

Lou Ann,

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1. Please fax a copy of the bill, for a month between 7/05 and 6/06, to my attention at 973-599-6514 and make reference to HCP #13933.
2. Is the circuit mileage sensitive? If so, how many total billed miles is it?

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Fax # 973-599-6514

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From: Woods, Lou Ann
Sent: Wednesday, November 29, 2006 2:10 PM
To: ICWA.CTIVC@starband.net
Subject: RE: USAC Forms

Importance: High

Chris,

I hope your staying warm in Chitina and enjoying the start of the holiday season. It is time to process for the form 466 for this funding year and also we can do the 467 for last year. Let me know when you have a half hour or so to process and we will send up a meeting.

Thank you,

Lou Ann Woods

AT&T Alaskan - USAC Coordinator

907 264-7877 - Fax 907 777-2587

From: Woods, Lou Ann
Sent: Friday, January 19, 2007 10:26 AM
To: ICWA.CTIVC@starband.net
Subject: Important - Please Call

Importance: High

Chris,

I need to speak to you ASAP. USAC never received the second form 466 you completed and I know you printed a copy for your records. We need to call Rich Roller and let him know this never went through.

Please call me at 1-800-478-9000 x7877.

Thank you,
Lou Ann Woods

From: Woods, Lou Ann
Sent: Friday, January 19, 2007 1:56 PM
To: ICWA.CTIVC@starband.net
Cc: Phelan, Joanne
Subject: RE: USAC Forms

Importance: High

Chris,

I received your fax and it looks like the summary pages are for the 384 circuit and the other 466 pages for the T1 are not necessarily the summary page which would indicate a completed form 466. We know the form went through and was submitted, however, since USAC does not have a record of the submittal you will need to file an appeal to USAC and if that is denied to the FCC.

I am going to gather information concerning the emails that went back and forth to Rick Roller concerning the issues you were having getting kicked out of the system. I will also contact other clinics and ask them to write a short paragraph or at least ask for permission to use their name in the appeal letter indicating they had similar problem with the web site.

We do need to complete your form 467 for the 384 circuit and file your form 466 for this funding year. I am available on January 25 up until 2:30 pm except for a short meeting at 10 am and anytime on the 26th. Let me know if this works for you.

Also, if you can dig into your files a little deeper and possibly come up with more documentation it would be helpful.

Thank you,

Lou Ann Woods

AT&T Alascom - USAC Coordinator

907 264-7877 - Fax 907 777-2587

lawoods@att.com

RE: USAC Forms 01192007.txt

From: Woods, Lou Ann
Sent: Friday, January 19, 2007 2:45 PM
To: 'ICWA.CTIVC@starband.net'
Subject: RE: USAC Forms

Thanks, Chris. I will give you and we can work on your forms and the appeal.

Lou Ann

-----Original Message-----

From: ICWA.CTIVC@starband.net [mailto:ICWA.CTIVC@starband.net]
Sent: Friday, January 19, 2007 2:42 PM
To: Woods, Lou Ann
Subject: RE: USAC Forms
Importance: High

> Lou Ann,
I will be in the office all day the 25th and 26th so we can figure it out then. I will try to find the rest of the documentation we had before that day.

Thank you for your help.

Chris

Chris,

> I received your fax and it looks like the summary pages are for the
> 384 circuit and the other 466 pages for the T1 are not necessarily the
> summary page which would indicate a completed form 466. We know the
> form went through and was submitted, however, since USAC does not have
> a record of the submittal you will need to file an appeal to USAC and
> if that is denied to the FCC.
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> and forth to Rick Roller concerning the issues you were having getting
> kicked out of the system. I will also contact other clinics and ask
> them to write a short paragraph or at least ask for permission to use
> their name in the appeal letter indicating they had similar problem
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> form 466 for this funding year. I am available on January 25 up until
> 2:30 pm except for a short meeting at 10 am and anytime on the 26th.
> Let me know if this works for you.
>
> Also, if you can dig into your files a little deeper and possibly come
> up with more documentation it would be helpful.
>
> Thank you,
> Lou Ann Woods
> AT&T Alascom - USAC Coordinator
> 907 264-7877 - Fax 907 777-2587
> lawoods@att.com

From: Woods, Lou Ann
Sent: Friday, February 02, 2007 8:35 AM
To: 'Roller, Richard'; 'Daniel Johnson'
Cc: 'ICWA.CTIVC@starband.net'; Phelan, Joanne
Subject: RE: HCP 13933

Importance: High
Rich and Daniel,

Chris Hatch filed two form 466s for funding year 2005, but only one was processed. He had considerable trouble trying to submit the 2nd form 466 and we worked together on several occasions trying to get it to submit properly. After several tries, the form said it successfully submitted and Chris received an email from USAC indicating the ecert was successful.

The problem is USAC does not show any record of this form being completed and Chris cannot find the copy he printed after the successful submission. At the time he filed his form, I had other HCPs that experienced problems while trying to submit their forms.

Do you have a way to check your sent emails and find the emails that were sent to ICWA.CTIVC@starband.net? We do not know the exact date the form went through because we worked on this issue over several days, however, the range would be from June 9, 2006 - June 16, 2006.

We contacted Rich about this issue and have emails describing the problem. This was not an isolated issue and other HCPs were experiencing similar problems.

Please advise,

Thank you,

Lou Ann Woods
907 264-7877 - Fax 907 777-2587

From: Woods, Lou Ann
Sent: Friday, February 02, 2007 2:43 PM
To: 'ICWA.CTIVC@starband.net'
Subject: RE: USAC Forms

Importance: High
Hi Chris,

Let me know when you will have time to finish up your USAC forms; we need to process the form 467 for year 2005 and the form 466 for this funding year. It shouldn't take longer than 30 minutes. I called today, but your office told me you were out and wouldn't be back until Monday.

Also, I sent an email to USAC today concerning the missing form 466 for the T1. I have not heard anything back from them, but I'm sure they will copy you on their emails.

Have a great weekend.

Lou Ann

From: Woods, Lou Ann
Sent: Tuesday, February 06, 2007 11:35 AM
To: 'ICWA.CTIVC@starband.net'
Subject: RE: USAC Forms
Hi Chris,

I'm checking your schedule and wondering if 2 pm today would be a good time to complete your forms.

Thanks,
Lou Ann
907 264-7877

From: Woods, Lou Ann
Sent: Tuesday, February 06, 2007 2:41 PM
To: 'ICWA.CTIVC@starband.net'
Subject: RE: Forms

Hi Chris,
Tomorrow at 2 pm is great ... I will call you then.

Thank you,
Lou Ann

From: Woods, Lou Ann
Sent: Tuesday, February 13, 2007 12:52 PM
To: ICWA.CTIVC@starband.net
Subject: RE: USAC Forms

Hi Chris,

I tried calling yesterday and you were out and this morning I was on a long call. I will give you a call on Thursday about 10 am to finish these up. I want to be able to call and talk to someone at USAC if we continue to have the same problems.

If Thursday doesn't work, email me back with a better day and time.

Thank you,
Lou Ann
907 264-7877

From: Woods, Lou Ann

Sent: Tuesday, February 13, 2007 1:42 PM

To: 'Chris Hatch'

Subject: RE: USAC Forms

Chris,

Would Friday morning work? I want to be able to call USAC if we have problems and they are on the East coast. Let me know.

Thanks,
Lou Ann

From: Chris Hatch [mailto:icwa.ctivc@starband.net]

Sent: Tuesday, February 13, 2007 1:37 PM

To: Woods, Lou Ann

Subject: Re: USAC Forms

Lou Ann,

We had a portlatch this weekend, and I did not get much sleep until late Sunday night, sorry about Monday AM. I will be in court Thursday AM but 1 PM would work for me.

Thanks for your help

Chris

----- Original Message -----

From: Woods, Lou Ann

To: ICWA.CTIVC@starband.net

Sent: Tuesday, February 13, 2007 12:52 PM

Subject: RE: USAC Forms

Hi Chris,

I tried calling yesterday and you were out and this morning I was on a long call. I will give you a call on Thursday about 10 AM to finish these up. I want to be able to call and talk to someone at USAC if we continue to have the same problems.

If Thursday doesn't work, email me back with a better day and time.

Thank you,
Lou Ann
907 264-7877

From: Woods, Lou Ann
Sent: Tuesday, February 13, 2007 1:43 PM
To: Phelan, Joanne
Subject: FW: USAC Forms
Chris was at the potlatch ... sounds like a big party.

From: Chris Hatch [mailto:icwa.ctivc@starband.net]
Sent: Tuesday, February 13, 2007 1:37 PM
To: Woods, Lou Ann
Subject: Re: USAC Forms

Lou Ann,

We had a potlatch this weekend, and I did not get much sleep until late Sunday night, sorry about Monday AM. I will be in court Thursday AM but 1 PM would work for me.

Thanks for your help

Chris

----- Original Message -----

From: Woods, Lou Ann
To: ICWA.CTIVC@starband.net
Sent: Tuesday, February 13, 2007 12:52 PM
Subject: RE: USAC Forms

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If Thursday doesn't work, email me back with a better day and time.

Thank you,
Lou Ann
907 264-7877

From: Woods, Lou Ann
Sent: Tuesday, February 13, 2007 3:13 PM
To: 'Chris Hatch'
Subject: RE: USAC Forms
Great, I will call you at 11:30 am.

From: Chris Hatch [mailto:icwa.ctivc@starband.net]
Sent: Tuesday, February 13, 2007 2:09 PM
To: Woods, Lou Ann
Subject: Re: USAC Forms

Lou Ann,

Friday at 11:30am would work?

Chris

----- Original Message -----

From: Woods, Lou Ann
To: Chris Hatch
Sent: Tuesday, February 13, 2007 1:42 PM
Subject: RE: USAC Forms

Chris,
Would Friday morning work? I want to be able to call USAC if we have problems and they are on the East coast. Let me know.

Thanks,
Lou Ann

From: Chris Hatch [mailto:icwa.ctivc@starband.net]
Sent: Tuesday, February 13, 2007 1:37 PM
To: Woods, Lou Ann
Subject: Re: USAC Forms

Lou Ann,

We had a portlatch this weekend, and I did not get much sleep until late Sunday night, sorry about Monday am. I will be in court Thursday am but 1pm would work for me.

Thanks for your help

Chris

----- Original Message -----

From: Woods, Lou Ann
To: ICWA.CTIVC@starband.net
Sent: Tuesday, February 13, 2007 12:52 PM
Subject: RE: USAC Forms

Hi Chris,

I tried calling yesterday and you were out and this morning I was on a long call. I will give you a call on Thursday about 10 am to finish these up. I want to be able to call and talk to someone at USAC if we continue to have the same problems.

If Thursday doesn't work, email me back with a better day and time.

Thank you,

Lou Ann

907 264-7877

From: Woods, Lou Ann
Sent: Wednesday, February 14, 2007 11:23 AM
To: 'Roller, Richard'; 'Daniel Johnson'
Cc: 'ICWA.CTIVC@starband.net'; Phelan, Joanne
Subject: RE: RE: HCP 13933

Importance: High

Rich and Daniel,

I'm verifying you received the following email concerning Chitina's year 2005 form 466 submission. After I sent this email to you concerning last year's difficulties, Chris and I tried to process form 466 for year 2006 on February 6 and the same problems we had last year occurred again. Chris would input the data into the form 466 and try to go to the next page and it would kick him back out to the HCP log-in screen. This usually happens after he input all of the information on page 2. I suggested we wait to try again until we can get Rich on the phone with us so he can actually see what is happening.

This situation with Chitina is not isolated and this same problem actually happened while I was working with several different HCPs for year 2005, and in this current funding year the same situation, as stated in the email below, happened to HCP 13295. Lindsie King worked on her form 466 on January 18, 2007, and received a confirmation via email from USAC. However, I checked the packet status report on February 7, 2007, and only saw one (1) packet listed and I sent her an email asking her if she had been able to finish up her form submission. She then checked and found the packet had not gone through even though it had said it was successfully submitted and she had received an email confirmation. I will forward to you her email confirmation.

Chitina is going to file an appeal to USAC concerning this problem and would like to do it very soon.

Chris and I have set-up a teleconference on Friday, February 16 at 11:30 am (AK Time) to try and finish up his form submission for this funding year. I would like to call Rich and have him check the submission or if we are unable to finish the forms to be able to see what is actually happening with the web interface.

Thank you,
Lou Ann Woods
907 264-7877

From: Woods, Lou Ann
Sent: Friday, February 02, 2007 8:35 AM
To: 'Roller, Richard'; 'Daniel Johnson'
Cc: 'ICWA.CTIVC@starband.net'; Phelan, Joanne
Subject: RE: HCP 13933
Importance: High

Rich and Daniel,

Chris Hatch filed two form 466s for funding year 2005, but only one was processed. He had considerable trouble trying to submit the 2nd form 466 and we worked together on several occasions trying to get it to submit properly. After several tries, the form said it successfully submitted and Chris received an email from USAC indicating the e-cert was successful.

The problem is USAC does not show any record of this form being completed and Chris cannot

find the copy he printed after the successful submission. At the time he filed his form, I had other HCPs that experienced problems while trying to submit their forms.

Do you have a way to check your sent emails and find the emails that were sent to ICWA.CTIVC@starband.net? We do not know the exact date the form went through because we worked on this issue over several days, however, the range would be from June 9, 2006 - June 16, 2006.

We contacted Rich about this issue and have emails describing the problem. This was not an isolated issue and other HCPs were experiencing similar problems.

Please advise,

Thank you,

Low Ann Woods

907 264-7877 - Fax 907 777-2587

From: Woods, Lou Ann
Sent: Friday, February 23, 2007 11:34 AM
To: 'ICWA.CTIVC@starband.net'
Subject: RE: Forms

Importance: High
Hi Chris,

It looks like you have a had a busy week and I'm checking to see if you will be available next week any time before 12:00 noon. Let me know what works for you and I'll give you a call. I want us to meet early enough in the day so we can call Rich at USAC.

Thank you,
Lou Ann

From: Woods, Lou Ann
Sent: Monday, February 26, 2007 2:35 PM
To: 'Chris Hatch'
Subject: RE: Forms
Great. I'll call you at 10 am on Thursday!

Lou Ann

From: Chris Hatch [mailto:icwa.ctivc@starband.net]
Sent: Monday, February 26, 2007 2:34 PM
To: Woods, Lou Ann
Subject: Re: Forms

Hi Lou Ann,

Thursday at 10am would be excellent.

Thanks Chris

----- Original Message -----

From: Woods, Lou Ann
To: ICWA.CTIVC@starband.net
Sent: Friday, February 23, 2007 11:34 AM
Subject: RE: Forms

Hi Chris,

It looks like you have a had a busy week and I'm checking to see if you will be available next week any time before 12:00 noon. Let me know what works for you and I'll give you a call. I want us to meet early enough in the day so we can call Rich at USAC.

Thank you,
Lou Ann

From: Woods, Lou Ann
Sent: Tuesday, February 27, 2007 3:22 PM
To: 'Roller, Richard'; 'Daniel Johnson'
Cc: 'ICWA.CTIVC@starband.net'
Subject: RE: Chitina Form 466

Importance: High
Rich,

Chris Hatch and I have a conference call scheduled on Thursday, March 1, at 10 am (AK Time)/2 pm (Eastern) to try and complete his form 466. Per the other emails I have sent this funding year; he continues to input his information into the form 466 and it keeps kicking him back out. We have tried to process the form on 3 or 4 different dates and continue to experience the same scenario. We are checking to see if you are available at this time to be conferenced in if the same problem occurs.

Let me know if you are available. Also, I sent two emails concerning last years problems and have not heard anything from either you or Daniel Johnson. Did you receive my emails?

Thank you,
Lou Ann Woods
907 264-7877

From: Woods, Lou Ann
Sent: Wednesday, February 28, 2007 8:32 AM
To: 'Daniel Johnson'
Cc: 'ICWA.CTIVC@starband.net'; Phelan, Joanne; 'kmogensen@usac.org'
Subject: RE: Chitina Form 466 - HCP 13933

Importance: High

Daniel,

No, I'm not trying to input this for him, but I am on the phone with him while he has been trying to submit the form. And, he is not the only person who has had this problem it was quite prevalent last funding year. During this funding year, the issue has come up a couple of times, but usually will resolve itself if the person logs in and out of the system a couple of times. The problem with being kicked out of the system is one issue, but the larger and more critical problem was that last year after many attempts at completion of this form, Chris actually got it submitted, received an email confirming the submittal, and then it is discovered after the close of the funding year the status is showing the form as not complete. This same problem happened to Valdez during this funding year. Lindsie King forwarded me the email from USAC showing the confirmation in January 2007, after I noticed that there was only one packet listed and contacted her about finishing up her form. She then went in to the system and checked and it showed the form was not completed. Lindsie King then completed the form in February 2007.

I'm going to forward the emails I sent to you and Rich to Karen and see if she can look into this matter.

Thank you,
Lou Ann Woods
907 264-7877

From: Daniel Johnson [mailto:djohnson@usac.org]
Sent: Wednesday, February 28, 2007 4:21 AM
To: Woods, Lou Ann
Subject: RE: Chitina Form 466

Hi Lou Ann,

Please let us know the HCP# for this individual. You seem to be the only one having this problem. Are you trying to input this for him? He should call the help desk the next time he is ready to input this form. If they are unable to help him he may give me a ring. take care, daniel

Daniel Johnson
Manager, Rural Health Care Program
Universal Service Administrative Company
2000 L. Street, NW
Washington, DC 20036

Phone: 202-772-5220
Fax: 202-776-0080

From: Woods, Lou Ann [mailto:LAWoods@alacom.att.com]
Sent: Tuesday, February 27, 2007 7:22 PM
To: Roller, Richard; Daniel Johnson
Cc: ICWA.CTIVC@starband.net
Subject: RE: Chitina Form 466
Importance: High

Rich,

Chris Hatch and I have a conference call scheduled on Thursday, March 1, at 10 am (AK Time)/2 pm (Eastern) to try and complete his form 466. Per the other emails I have sent this funding year; he continues to input his information into the form 466 and it keeps kicking him back out. We have tried to process the form on 3 or 4 different dates and continue to experience the same scenario. We are checking to see if you are available at this time to be conferenced in if the same problem occurs.

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